

INTERACTIVE VOICE RESPONSE SYSTEM

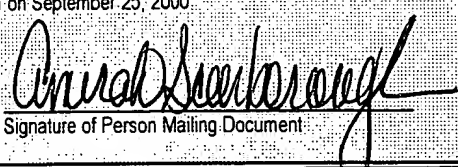
ABSTRACT OF THE DISCLOSURE

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An interactive voice response system which statistically analyses word usage in speech recognition results to select prompts for use in the interaction. A received voice signal is converted to text and calculating factors such as context and task word ratios and word rate. These factors are used to make dialogue decisions as to the whether to use expert, intermediate, or novice prompts depending on whether the factor falls below, inside or above a threshold range.

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